

# JUDICIAL COUNCIL OF CALIFORNIA

Administrative Office of the Courts 455 Golden Gate Avenue San Francisco, California 94102  
415-865-4272 Telecommunications Device for the Deaf Web site: [www.courtinfo.ca.gov/careers](http://www.courtinfo.ca.gov/careers)

## EMPLOYMENT OPPORTUNITY

**JOB TITLE:** BUSINESS APPLICATIONS ANALYST

**LOCATION:** SAN FRANCISCO, CA

**JOB REQUISITION:** 2664

### OVERVIEW

The Business Applications Analyst with the Office of Court Construction and Management (OCCM), Administrative Office of the Courts, will perform analytical work while serving as a functional liaison with Information Systems staff in coordinating the development, training, testing and use of information management applications used in the real estate industry.

### RESPONSIBILITIES

- Develop business solutions using information technology methods;
- Serve as a liaison with Information Services technical staff for issues related to systems used by the OCCM;
- Work directly with the business users to gain in-depth understanding of business requirements;
- Identify and document business requirements. Develop functional specifications to communicate between OCCM and Information Systems group;
- Work directly with the Information Systems group to analyze requirements and develop technology solutions;
- Develop, document and maintain user acceptance test scripts; perform user acceptance and other functional tests; and assist in tracking and coordinating user acceptance testing;
- Investigate source data issues within the system, and develop plans to resolve/correct problems;
- Assist with the development and maintenance of the application training program and all associated documentation. Assist in the delivery of the application training program;
- Report, track and process user change and enhancement requests;
- Support development, maintenance, and upgrading of applications for a functional area through needs analysis, defining business requirements, and functional testing;
- Assist in the analysis of business processes and workflow for possible improvements;
- Ensure data integrity by auditing and analyzing data;
- Support the development of data standards and user application procedures; analyze existing data, identify needs for usage information, and prepare and update user guidelines and procedures on a regular basis;
- Maintain functional master data and workflow where programming skills are not required;
- Support the development of operational/user documentation;
- Assist with the creation and maintenance of user accounts on business application systems; and
- Perform other duties as assigned.

## **QUALIFICATIONS**

Equivalent to possession of a bachelor's degree, preferably with major course work in public or business administration and three years experience in business process analysis, operational documentation, and workflow analysis/process reengineering.

Additional experience may be substituted for the education on a year-for-year basis. Possession of a directly related postgraduate degree may be substituted for one year of experience.

Experience with:

- Large, complex, cross-functional applications;
- Business analysis, process design, and requirements gathering used in the development of new or enhanced systems;
- Structured modeling and flow techniques to articulate business requirements (ie. Visio);
- Problem-solving and conflict resolution methods and techniques;
- Database management systems and preparing SQL queries/scripts;
- Database reporting tools such as Crystal Reports; and
- Training end users on technical concepts.

Ability to:

- Organize and prioritize work; coordinate multiple work activities and meet critical deadlines;
- Work collaboratively with staff in other offices and organizations;
- Ability to communicate technical software and hardware issues to non-technical users and executive management; and
- Document business requirements to be used in the evaluation, development, and/or acquisition of information management systems by an organization, ability to develop and maintain user documentation related to software applications used by an organization.

Previous experience in or knowledge of Computer-Aided Facilities Management, Computerized Maintenance Management Systems, or other real estate and/or facilities applications is highly desirable.

## **HOW TO APPLY**

To ensure earliest consideration of your application, please apply immediately, however this position will remain open until filled. To complete an online application, please visit our Web site at [www.courtinfo.ca.gov/careers/](http://www.courtinfo.ca.gov/careers/), select job category "Information Technology", and search for Job Req-2664, Business Systems Analyst. This position requires the submission of our official application and response to the supplemental questions.

OR

To obtain a printed application, please visit:

Administrative Office of the Courts  
455 Golden Gate Avenue, 7th Floor  
San Francisco, California 94102-3688  
415-865-4272 Telecommunications Device for the Deaf

## **PAY AND BENEFITS**

### **SALARY RANGE**

\$6,039 - \$7,340 per month

(The starting salary will vary between \$6,039 - \$6,643 per month)

Some highlights of our benefits package include:

- Health/Dental/Vision benefits program
- 13 paid holidays per calendar year
- Choice of Annual Leave or Sick/Vacation Leave
- 1 personal holiday per year
- \$105 transit pass subsidy per month
- CalPERS Retirement Plan
- 401 (k) and 457 deferred compensation plans
- Employee Assistance Program
- Basic Life and AD&D Insurance
- FlexElect Program
- Long Term Care Program (employee paid/optional)
- Group Legal Plan (employee paid/optional)

**The Administrative Office of the Courts Is an Equal Opportunity Employer.**

**A supplemental questionnaire follows this announcement.**

**Supplemental Questionnaire  
for  
Business Applications Analyst  
(Job Req #2664)**

This supplemental questionnaire must be completed and returned with your application in order for your application to be considered for review. This supplemental form is intended to provide more detailed information about your work experience and your answers will allow us to better assess your qualifications. Your response should not exceed two pages in total.

1. Briefly describe the types of information management application projects you have worked on, your role in these projects, and for which employer(s) you performed this function.
  
2. Briefly describe any training or experience you have with CAFM, CMMS, or other real estate/facilities applications.